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| **Type** | **ID** | **Functional Requirements** | **MoSCoW** | **Justification** |
| **Customer Management** | 1 | The car rental system shall maintain a customer record for each renter, including identity, contact details, driver’s license info, and verification status. | M | Essential for verifying customer identity and maintaining accountability for rentals. |
| 2 | The car rental system will not allow rentals to proceed with an expired or unverifiable driver’s license | W | Prevents illegal rentals |
| 3 | The car rental system could provide a loyalty program with tiers, points redemption, and benefits | C | Encourages repeat business and customer retention |
| **Vehicle Management** | 4 | The car rental system shall maintain a vehicle record for each car, including model, year, VIN, class, mileage, and fuel type | M | This is to help support maintenance and operational planning |
| 5 | The car rental system should track damage incidents with photos, cost estimates, and resolution (customer charge, insurance claim, write-off) | S | Manage accountability |
| 6 | The car rental system should schedule maintenance based on mileage/time and should block vehicles automatically | S | Ensures vehicles are safe and roadworthy |
| 7 | The car rental system could integrate GPS tracking for rented vehicles | C | Enhances security, allows location tracking, and helps recover stolen or misplaced vehicles. |
| **Booking and Reservation** | 8 | The car rental system shall compute vehicle availability in real time based on reservations, rentals in progress, maintenance holds, and branch inventory | M | This is to prevent overbooking and ensure accurate availability |
| 9 | Users must be able to book, modify, and cancel reservations | M | Flexability and convenience |
| 10 | Users should be able to view available cars based on their selected dates | M | Transpearency and allows customers to make educted decisions |
| 11 | The car rental system should allow users to search for cars based on various criteria (e.g., type, price) | S | Improves the user experience by enabling quick and relevant car selection. |
| 12 | The car rental system could allow users to pick up and drop off cars at different locations | C | Convenience for customers and supports multi-branch operations |
| 13 | The system will not permit same-reservation multi-vehicle checkout (one vehicle per rental agreement) | W | Contractual clarity for each car |
| **Payment & Pricing** | 14 | The system must support secure payment processing for bookings | M | Protect customer with safe and trustworthy transactions |
| 15 | Users should be able to apply promotional codes during booking | S | Marketing and enhance customer engagement |
| 16 | The system could support multi-currency pricing | C | International customers |
| **User Interaction & Notifications** | 17 | The car rental system should allow users to leave reviews and ratings for cars they have rented | S | Provide feedback to future users |
| 18 | The car rental system could suggest cars based on user preferences and past behavior | C | Enhance user experience |
| 19 | The car rental systems should send email or SMS notifications to users after booking for confirmation | S | For booking proof |
| 20 | The system will not allow users to customize the vehicles | W | Consistency |

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| **Type** | **ID** | **Non-Functional Requirements** | **MoSCoW** | **Justification** |
| **Usability** | 1 | The system shall be compatible with mobile and desktop browsers | M | Expands usability across devices and supports customers on the go. |
| 2 | The system shall support multiple languages | S | To accommodate international users |
| **Performance and efficiency** | 3 | The average page load time shall not exceed 3 seconds under standard broadband conditions. | M | Improve user experience |
| 4 | The system shall process payment transactions within 5 seconds. | S | Smooth checkout experience |
| **Security** | 5 | All sensitive data (passwords, payment info, driver’s license details) shall be encrypted | M | Protects confidential data against breaches and theft. |